HomeLab Property Management
17806 IH-10, Suite 300 · San Antonio, TX 78257
210-361-9511 · Team@HomeLabPM.com

HOMELAB PROPERTY MANAGEMENT · RESIDENT RESOURCES

Maintenance Procedures

How to request repairs, what counts as an emergency, what you handle yourself, and when a service call is charged back. The signed acknowledgment is part of every lease.

WEBSITE EDITION · VERSION 3.0 · OCTOBER 2026 · POSTED AT HOMELABPM.COM/RESIDENTS

HomeLab is committed to a safe, functional, well-kept home for every resident. Single-family maintenance works differently from an apartment complex: licensed and insured vendors are dispatched to your home, every trip has a cost, and your lease asks you to handle a short list of everyday upkeep yourself. These procedures keep repairs fast and keep avoidable charges off your ledger.

> YOUR MAINTENANCE CHANNELS Maintenance Main Line (210) 809-6583 · After-Hours Emergency Line (855) 800-9356 · Resident Portal (Rentvine) for every written request

01 HOW TO SUBMIT A REQUEST

Submit every maintenance request in writing through your Resident Portal (from HomeLabPM.com, choose I'm a Renter, or log in to Rentvine directly). Your lease requires written requests, and Texas law ties your repair rights to written notice, so the portal protects you as much as it helps us. Include:

- A clear description of the problem, where it is, and when it started
- Photos or video. They are required for every non-emergency request so the right vendor and parts are dispatched the first time.
- The best phone number to reach you. Our team or the vendor will call to confirm details and schedule; unanswered calls are the number one cause of delay.

Phone lines are for emergencies and for questions about a request already in the portal. The maintenance lines are answered 24 hours a day, 365 days a year.

02 WHAT IS AN EMERGENCY

An emergency is anything that threatens life, health, safety, or the structure of the home. If it is life threatening, call 911 first and report to us once the situation is under control.

- **Emergencies:** fire, flooding, sewage backup, gas odor, roof leak, lightning strike, broken water pipe, a tree on the house, no heat when it is below 50 degrees outside or below 60 inside, no air conditioning when it is above 95 degrees outside or above 85 inside
- **Not emergencies (inconvenient, but handled next business day at regular rates):** refrigerator not running, lockout, utilities shut off by the utility company, water heater not heating, oven or dishwasher not working, a fixture out, a dripping faucet, cabinet or door damage, slow drains, a stopped toilet when another toilet works

Heating and air conditioning note: after-hours vendors often cannot complete a repair that needs parts, and major repairs require owner approval. We will stabilize the situation and finish on the next business day when that happens.

03 AFTER-HOURS EMERGENCIES

For a true emergency outside business hours, call the After-Hours Emergency Line at (855) 800-9356. Follow any troubleshooting steps you are given, and leave your name, the property address, a call-back number you will answer, and the nature of the problem. We respond as quickly as possible; depending on the hour, response can take up to four hours or more. Calling the emergency line for a non-emergency carries the $150 After-Hours Service Fee plus materials (Section 11).

04 RESPONSE TIMES FOR EVERYTHING ELSE

Type	Examples	What to expect
Routine	Non-emergency heating and cooling, broken window, plumbing or appliance repair, loose railing, electrical issue	Office response by the next business day, or vendor contact to schedule
Minor	Dripping faucet, fence repair, garage door opener, ice maker, ceiling fan	Office response within 3 business days; vendor scheduling can extend up to 30 days depending on the item and vendor availability
Cosmetic	Appearance-only items that do not affect function or safety (see Section 06)	Addressed only with owner approval

During seasonal extremes, vendors across the region are at capacity and scheduling can take longer. We will keep you updated through the portal.

HomeLab Property Management
17806 IH-10, Suite 300 · San Antonio, TX 78257
210-361-9511 · Team@HomeLabPM.com

05 NEVER HIRE YOUR OWN CONTRACTOR

You are not authorized to perform or contract for repairs to the home, its systems, or its appliances. If you hire someone, the cost is yours, you will not be reimbursed, and you are responsible for any damage that work causes now or later. Contact us and we will arrange every repair.

06 COSMETIC ITEMS

Superficial wear that affects only appearance is cosmetic and is addressed only if the owner approves. Examples: scuffs and minor dents, faded or peeling paint, hairline cracks in walls or flooring, trim separation that is not structural, caulk and grout wear, doors that stick with humidity, worn carpet, nail holes, a rusty shower rod, worn enamel on a tub or sink, loose cabinet handles.

> **RULE OF THUMB** When in doubt, report it. A quick portal note costs nothing, and an ignored small issue can become a large one that is charged back.

07 UPKEEP YOU HANDLE

Residents are responsible for the everyday care of the home:

- **Cleaning:** sweeping, mopping, vacuuming, wiping surfaces, cleaning dryer lint traps, and keeping the home free of pests
- **Landscaping:** watering, mowing, edging, weeding, raking, trimming hedges and small trees, and refreshing mulch
- **Minor items:** light bulbs, batteries (thermostat, remotes, smoke and carbon monoxide alarms), simple drain clogs, water softener salt, and heating and cooling, refrigerator, and sink filters
- **Leaks:** check under sinks, around toilets, at window sills, and at the water heater, and report any moisture promptly
- **Mold:** clean visible mold in kitchens and bathrooms that results from cleaning or ventilation habits; report any mold you cannot explain
- **Freezes:** cover exterior faucets and protect pipes when freezing weather is forecast; freeze damage from skipped precautions is charged to the resident
- **Seals:** report worn window and door seals promptly
- **Smoke and carbon monoxide alarms:** test monthly and keep them operating

HomeLab Property Management
17806 IH-10, Suite 300 · San Antonio, TX 78257
210-361-9511 · Team@HomeLabPM.com

Keep the home clean and sanitary and use its systems as intended. Repairs the home needs through no fault of yours are the owner's responsibility, and we handle them.

08 NEW CONSTRUCTION HOMES UNDER BUILDER WARRANTY

If your home is still under a builder warranty, warranty repairs follow the builder's process. You coordinate directly with the builder's warranty team, approve appointment windows (typically two to eight hours), and have someone 18 or older present for every visit. Missed or declined appointments are charged as missed appointments under the Resident Fee Outline, and damage that worsens because a warranty repair was delayed on your end is your responsibility.

09 WHEN A SERVICE CALL IS CHARGED TO YOU

Repairs caused by misuse, neglect, or a resident responsibility that was skipped are charged to the resident. We rely on the vendor's finding as to cause. If the vendor determines the issue was resident-caused, the full service cost is charged; if it is a defect of the home or normal wear, it is not. Two common examples:

- **Heating and air conditioning:** clogged coils from unchanged filters; expect a minimum of $99 plus materials
- **Plumbing:** drains blocked by wipes, toys, hair, grease, or hygiene products; expect a minimum of $99 plus materials

Also charged: any visit where the vendor cannot enter because no one 18 or older is present (Missed Appointment, Trip Charge, or Denied Access, $100 per the Resident Fee Outline), and the After-Hours Service Fee in Section 11 when a non-emergency is called in as an emergency after hours. Every maintenance fee on this page is a service fee; materials are billed at cost on top of it.

10 COMMON CHARGEABLE ITEMS

If a technician is dispatched and finds the issue is one of these, a Resident-Caused Service Call fee starting at $99 per visit applies, plus materials.

Power and equipment

- Garage door remote with dead or missing batteries
- Tripped breakers or ground fault outlet resets
- Wi-Fi devices (thermostat, lock, doorbell) offline because of a network or password change
- Thermostat batteries, settings, or mode errors

HomeLab Property Management
17806 IH-10, Suite 300 · San Antonio, TX 78257
210-361-9511 · Team@HomeLabPM.com

Plumbing and drainage

- Toilets clogged by excess paper, wipes (even flushable), toys, or foreign objects
- Sinks or tubs clogged by hair, grease, or food
- Disposal jams from bones, husks, fibrous vegetables, rice, pasta, peels, or egg shells
- Leaks that worsened because they were not reported promptly

Lighting and electrical

- Burned-out bulbs you can safely reach
- Ceiling fan remotes or pull chains with dead batteries or wrong settings
- Outlets that only needed a reset button pressed

Keys, locks, and entry

- Lockouts, lost or stolen keys, and rekeys caused by lost keys
- Keys broken off in locks
- Locks or deadbolts changed without approval

Appliances

- Washer or dryer problems from overloading or unbalanced loads
- Dryer vents blocked by lint buildup
- Dishwasher drain problems from food residue or dirty filters
- Refrigerator or ice maker blockages from overstuffing or blocked vents
- Microwave damage from metal or foil

Cleanliness and damage

- Pest infestations from housekeeping conditions
- Wall damage from adhesives, nails, screws, or mounting hardware
- Flooring damage from spills, pet accidents, or dragged furniture
- Window screens torn or removed

Neglected responsibilities

- Dirty heating and cooling filters
- Overgrown grass, weeds, or missed homeowners association landscaping requirements
- Smoke or carbon monoxide alarm batteries not replaced
- Water softener not maintained

- Unauthorized alterations and damage from resident-installed items such as mounted televisions, bidets, or extra locks
- Damage that worsened because it was not reported in time

11 AFTER-HOURS, WEEKEND, AND HOLIDAY SERVICE REQUESTED BY YOU

Routine work is scheduled Monday through Friday, 9 a.m. to 5 p.m. If you ask for non-emergency service outside those hours, or call a non-emergency in as an emergency after hours, the accommodation is charged to you (materials are additional):

Accommodation	Fee	Applies to
After-Hours Service Fee	$150 plus materials	Non-emergency service requested weekdays after 5 p.m. or any time on weekends, or a non-emergency called in as an emergency after hours
Holiday Service Fee	$199 plus materials	Non-emergency service requested on a holiday

12 INSURANCE AND YOUR BELONGINGS

Neither HomeLab nor the owner is responsible for loss of or damage to your belongings, including food, for any reason. Your renters insurance is what protects them. Check that your policy carries a contents limit you choose; the HomeLab master policy includes only $10,000 of contents coverage with a $500 deductible, which is often not enough. Review your own policy's limits and exclusions so there are no surprises.

13 YOUR RIGHTS UNDER TEXAS LAW

Texas Property Code Sections 92.052 through 92.056 require the owner to make a diligent effort to repair any condition that materially affects the physical health or safety of an ordinary resident after you give written notice and are current on rent, and they give you specific remedies if that does not happen within a reasonable time. Nothing in these procedures limits those rights. The portal request is your written notice; submitting it promptly and keeping the home accessible for repairs is how both sides get the fastest result.

NEXT STEP Many simple fixes (a tripped breaker, a reset button, a thermostat mode) take two minutes with a quick search before a request. Not sure? Team@HomeLabPM.com or 210-361-9511, or the Maintenance Main Line (210) 809-6583. The signed Maintenance Procedures Acknowledgment in your lease packet is the controlling document.